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ABSTRACT

This user survey was part of a three-part diagnostic study that sought to obtain information on how public libraries operate in Latin America (Argentina, Colombia, El Salvador, Guatemala, Honduras, Panama, and Venezuela) and the Caribbean (Barbados, Grenada, Jamaica, and Surinam) and the social role performed by this type of service in the region. Each part of the study involved preparation and administration of a questionnaire to public libraries in all countries of the region. A total of 3,796 questionnaires representing 192 libraries in 11 countries were processed. The objectives of the user survey were: (1) to draw a user profile based on sex, age, level of education, background (urban, suburban, or rural) and socio-economic level; (2) to draw a user profile based on use made of the library, taking into account the stated usefulness of the information sought, the type of material consulted, how long the user has been visiting the library, how often and how much, and how well his information needs are satisfied; (3) to investigate the relationship between the user's choice of a library and the features of the library that affect this choice; and (4) to obtain information on how users learn about the library. The first section of this report sets forth the objectives of the user survey, briefly describes the methods used, and characterizes the participants. The second section contains an analysis of the data obtained and presents the conclusions. Questionnaires and statistical tables showing study results are appended. (THC)

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A study of public library users in some countries of Latin American and the Caribbean

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A STUDY OF PUBLIC LIBRARY USERS IN SOME COUNTRIES OF LATIN AMERICA AND THE CARIBBEAN

by

Alvaro Agudo Guevara

GENERAL INFORMATION PROGRAMME AND UNISIST

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INTRODUCTION

A Regional Meeting on the Present Situation and Strategies for Development of Public Library Services in Latin America and the Caribbean was held in Caracas in October 1982. It was organized by Unesco, the Autonomous National Library and Library Services Institute in Venezuela (IABN), the Regional Centre for Book Development in Latin America and the Caribbean (CERLAL) and the International Federation of Library Associations and Institutions (IFLA). Preparations for the meeting included the planning and conduct of a diagnostic study of the situation of public libraries in the region, consisting of a survey at three levels covering the political and administrative authorities responsible for public libraries, libraries themselves and users of their services. To carry out the study at each level a questionnaire was prepared and sent to all the countries of the region.

The results of the survey at the first two levels were recorded in a report which served as the background paper for the Regional Meeting.(1) The results of the user survey were not included in that paper but are contained in the present document.

Unfortunately, not all the countries to which the questionnaire was sent replied. As explained in the section on methodology, it cannot therefore be said that the conclusions drawn are representative and valid for all Latin American and Caribbean countries. Nevertheless, in view of the lack of information on the behaviour of public library users in the region, we think that the data and reflections set forth here, while of limited general application, will be useful both for a better understanding of the situation of services and for guidance in planning the growth of public library services.

We believe that they will also be useful as a guide for conducting broader, more specific and more thorough surveys. The views expressed here should be regarded as hypothetical approximations, not definitive conclusions.

This document is divided into two sections. The first sets forth the objectives of the user survey, briefly discribes the methods used and indicates the types and number of participants. The second contains an analysis of the data obtained and the conclusions drawn. The annexes contain the questions and multiple-choice answers of the user questionnaire and statistical tables showing the results which were used for the analysis.

Lastly, we should like to point out that the coding, computer processing and tabulating of the data were undertaken by the Autonomous National Library and Library Services Institute in Venezuela (IABN), without whose participation it would have been impossible to carry out this study.

December 1983

I. CHARACTERISTICS OF THE SURVEY

1. Objectives

As already noted, the user survey was part of a much wider investigation. Its general objectives stemmed from those of the diagnostic study which served as a background paper for the Regional Meeting of Experts. The basic purpose of the overall study was to obtain information on how public libraries at present operate and the social role performed by this type of service in the region. In the context of the general objectives, the user survey was designed to investigate the characteristics and motives of the present users of public libraries by obtaining information directly from them.

With this in mind the specific objectives for the user survey were as follows:

(a) To draw up a profile of the general characteristics of users based on their sex, age, level of education, background (urban, suburban or rural)(2) and socio-economic level.

(b) To draw up a user profile based on the use made of the library, taking into account the stated usefulness of the information sought, the type of material consulted, how long the user has been visiting the library, how often and how much, and lastly whether or not he considers his requirements to be satisfied.

(c) To investigate the relation between the user's choice of a particular library and the features of the library that affect this choice.

(d) To obtain information on how users learn about the library they visit.

The questionnaire and methodology developed to achieve these objectives are described below.

2. Methodology

(a) The questionnaire

For the user survey a questionnaire was prepared containing twenty-four questions divided into eight sections. In the hope of receiving a large number of completed questionnaires throughout the region each question was followed by two or more possible precoded answers, so as to facilitate subsequent coding and processing. Both questions and answers were made intentionally simple so that users of twelve years and over could reply unaided. The document thus devised was entitled: Questionnaire for users of public libraries, Third Survey Document,(3) and was produced in Spanish for Latin America and English for the Caribbean. The text of the questionnaire is reproduced in Annex 1 to the present document.

(b) The sample

As no figures were available for the approximate number of public library users, or even the approximate number of libraries in each country in the region, it was impossible to determine statistically a sample of users for the region. An arbitrary sample was thus devised in each country by those responsible for co-ordinating the three surveys (at the political and administrative, library and user levels), who agreed to be guided by a set of rules designed to make the samples from the different countries roughly comparable. For each country a

maximum of a hundred libraries was to be selected, and for each library a random selection made of twenty users. The libraries were to be chosen in such a way as to be proportionally representative of each country's different regions and types of libraries; and a random selection was to be made of four users each day for five days in one week. Libraries opening at weekends were to include Saturday or Sunday as one of these days, and those with more than one opening session a day were to choose the users from different sessions. In this way it was aimed to obtain a maximum sample of two thousand users for each country.

3. Participants

The user questionnaire was sent out to all the countries of the region, together with the questionnaires for the political and administrative entities and for the libraries. Only eleven countries - seven in Latin America and four in the Caribbean - returned completed questionnaires. For several reasons it was not possible for all the replies received to be processed and used in the analysis. The table below gives a breakdown by country of the total number of questionnaires processed (3,796) and approximate number of libraries represented (192).

Country	Questionnaires processed	Approximate number of libraries represented
Latin America		
Argentina	20	1
Colombia	48	3
El Salvador	350	18
Guatemala	42	2
Honduras	35	2
Panama	950	48
Venezuela	1,120	56
Subtotal	2,565	130
Caribbean		
Barbados	68	4
Grenada	20	1
Jamaica	1,123	56
Suriname	20	1
Subtotal	1,231	62
TOTAL	3,796	192

It will be seen that only Jamaica, Panama, Venezuela and, to a lesser extent, El Salvador returned enough replies to make the sample sufficiently representative, the number of replies from the other countries being too small to yield general conclusions about the users. Considered as a whole, however, the sample is of interest. In our view an analysis of replies from almost four thousand users of approximately two hundred libraries in the region, yields conclusions which are valid at least as a rough indication of the most general characteristics and motivations of Latin American and Caribbean users. In any case, as already stated in the introduction, we suggest that the comments below should be considered as a working hypothesis for further study.

II. ANALYSIS OF THE SURVEY

1. Profile of users broken down by general characteristics

(a) The typical user

The purpose of the survey was to collect information on the sex, age, level of education, background (urban, suburban or rural)(4) and socio-economic level of public library users in the region.

This information was collected with a view to drawing up a general profile of public library users in the region on which to base the description of a 'typical user'.

A 'typical user' is one for whom the model values combine the general characteristics surveyed; in other words, the user in the category of age-group, school level, level of education, background and socio-economic level consisting in each case of the largest number of the people participating in the survey.(5)

On the basis of the definitions alone and the overall data obtained by the survey, Table A indicates the profile which can be used to define the 'typical user'.

Table A

Profile of general characteristics of users based on modal values

Characteristics	Modal group	Modal value	Reference table in annex
Age	between 12 and 18 years	1,816 47.9%	2
Sex	Male	1,959 51.7%	3
School level	Secondary	2,270 59.8%	4
Background	Urban population	1,688 44.4%	1
Main occupation	Student	2,741 72.2%	31

Based on this profile it can be stated that the 'typical user' of public libraries in the region is a young town-dweller, under 18 years of age, whose main occupation is that of a student at secondary level or below.(6)

However, this profile gives only a general picture. For a better understanding of the real situation as reflected in the survey it is necessary to analyse in detail and comment on the data obtained for each characteristic.

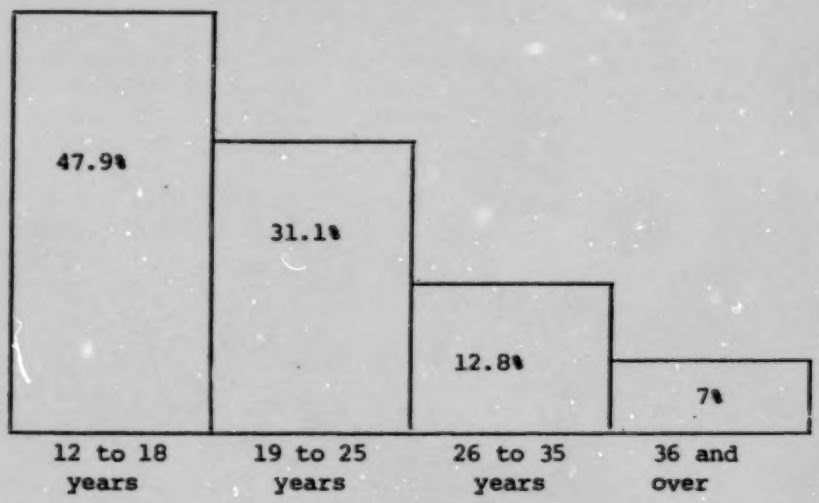
(b) Age of users

When the questionnaire was designed the following age-groups were adopted: 12 to 18 years; 19 to 25 years; 25 to 36 years, and 36 and over. The first two groups correspond to what is generally termed young people, the next two to adults. The first two groups also correspond to the normal ages for secondary and university education.

The results of the survey and the final classification of users by age-group indicate that the most salient feature is that the proportion of users belonging to each group declines as the age rises (See Graphic A).

Graphic A

Breakdown of users by age



It will be noted from the overall survey that the first and second groups - those corresponding to young people - are the largest, totalling 80 per cent of the sample. The third and fourth groups, comprising users of 26 and over, are definitely the minority (20 per cent of the whole).

From this it can be infered that the public libraries of the region are not frequented by those who are not of student age; in other words, adults who have passed the age of being students do not seek information in public libraries.(7)

Bearing in mind the fact that the survey excluded schoolchildren under the age of twelve,(8) it is clear that children and adults take second place as users of public libraries in the region.

It is however worth noting that while these conclusions are valid for all the countries in the sample, in four of them (Colombia, Grenada, Guatemala and Honduras), the majority of users is concentrated in the 19 to 25 age-group.

In these four countries, as shown in Table B, the proportion of users between 12 and 18 years is lower than the average proportion of the whole sample. In Venezuela, on the other hand, the proportion of users belonging to this group is higher than the average proportion of the overall sample, so that the absence of adults from among public library users is even more pronounced.

Table B

Relation between the proportion of users aged 12 to 18 years in each country of the survey and the average proportion of users in the same age-group in the overall survey

Proportion lower than the average of the overall survey	Proportion equal to the average of the overall survey	Proportion higher than the average of the overall survey
Colombia (14.6%)	(between 30% and 51%)	Venezuela (61.3%)
Grenada (15%)	Argentina (45%)	
Guatemala (26.2%)	Barbados (39.7%)	
	El Salvador (40.9%)	
	Jamaica (42.8%)	
	Panama (45.4%)	
	Suriname (50.0%)	
Mean: 36.4%	Standard deviation: 14.5%	Average proportion between 30% and 51%

(c) Sex

For the profile from which was deduced the 'typical user', the male sex was chosen because it possessed the modal value in the overall sample. However, analysis shows that the proportion of male users varies from one country to another, there is a male majority in some countries - as happens in the overall survey - but a female majority in others (see Table 3, Annex 2). It can thus be said that at the regional level variations are significant. A closer analysis based on the mean of the proportion of males in all countries (see Table C), reveals that eight of the eleven countries which participated in the survey have a proportion of male users equal to the average in the overall survey. Only Grenada and Honduras, whose samples are unrepresentative, have a significantly higher proportion of males. In short it will be seen that despite the characteristics of the typical user, public libraries in the region cater more or less equally for users of both sexes.

Table C

Relation between the proportion of male users in each country of the survey and the average proportion of male users in the overall survey

Proportion lower than average of the overall survey	Proportion equal to the average of the overall survey (41%-68%)	Proportion higher than the average of the overall survey
Suriname (40%)	Argentina (60%)	Grenada (75.4%)
	Barbados (44.1%)	Honduras (80%)
	Colombia (43.8%)	
	El Salvador (60.3%)	
	Guatemala (42.9%)	
	Jamaica (43.4%)	
Mean: 54.4%	Standard deviation 13.6%	Average proportion between 41% and 68%

(d) Level of education

As indicated by the general profile developed from the modal values, approximately 60 per cent of the users who participated in the survey are educated up to the secondary level. Approximately another 22 per cent have reached a level equivalent to higher education (Table 4, Annex 2). A country-by-country analysis reveals that in all countries the secondary level group has a modal value, though the proportion varies from one country to another. In Argentina, Grenada, Jamaica, El Salvador and Suriname, the proportion of users with secondary education is above 50 per cent, and in the last two countries is even higher than the average proportion of the overall survey (more than 70%) (Table D). In Barbados, Colombia, Guatemala, and Honduras, on the contrary the proportion is below 50 per cent.

Table D

Relation between the proportion of users with secondary education in each country of the survey and the average proportion for the overall survey

Proportion lower than the average of the overall survey	Proportion equal to the average of the overall survey (between 41.2% and 66.2%)	Proportion higher than the average of the overall survey
Colombia (35.4%)	Argentina (55%)	El Salvador (71.4%)
Guatemala (40.4%)	Barbados (47%)	Suriname (70%)
Honduras (40.1%)	Grenada (55%)	
	Jamaica (64.2%)	
	Venezuela (64.7%)	
Mean: 53.7%	Standard deviation: 12.5%	Average proportion: 41.2 to 66.2

On the basis of these data it can be said that in general public libraries should be prepared to meet the information requirements of a population educated basically to the secondary level, but an appreciable proportion of which, i.e. approximately 21 per cent, has reached higher education.

A second factor should however be noted: the great majority of users, regardless of their educational level, are mainly occupied as students, not workers. It should therefore be assumed (as will be seen below) that their demand for information from public libraries is not generally informational or recreational but specifically educational, arising from their situation as students.

The figures supporting these statements (Tables 31 and 32, Annex 2) show that 72 per cent of the users interviewed listed their studies as their major occupation; in three countries (Jamaica, Venezuela, and Suriname) the figure even exceeds 80 per cent. The proportion of users recorded as workers is less than 30 per cent for the overall survey. These figures correspond with those obtained by the survey carried out in the libraries, which showed that in most Latin American libraries (75.6 per cent of all those participating in the survey) more than half of the users taking advantage of the facility which was used the most, internal loans, were students. (9)

These conclusions complement those drawn on the subject of age. Libraries are basically frequented by young secondary school students. The adults who seek information in libraries also do so in their capacity as students.

(e) Background

44 per cent of the users replying to the survey live in towns; another 22 per cent in suburbs, and 27 per cent in rural areas (Table 1, Annex 2). A country-by-country analysis shows that in some countries the proportion of town-dwellers is significantly higher: 100 per cent in Argentina, 93 per cent in Colombia. 100 per cent in Grenada and Suriname, and 79 per cent in Venezuela. Only in Jamaica and Panama is the situation the reverse, with a majority of users in Jamaica living in rural areas, and in Panama in suburbs.

This leads to the conclusion that the demand for library services in the region is basically urban, but in fact it is not the demand but the supply that is urban. As the surveys of users and libraries were conducted on the same premises, the users were naturally people living where the libraries were located. As the library survey showed that approximately 70 per cent of the sample libraries were situated in areas with more than ten thousand inhabitants, users automatically tend to be predominatly urban. It should nevertheless be emphasized that although the reason is that the supply of library services is far greater in cities than in the countryside, in fact, on a regional basis, it is the young city student who uses the public library; and the typical user is therefore urban.

2. Profile of users by the use they make use of libraries

(a) The typical user

We have attempted to measure library use on the basis of two sets of variables: variables in relation to the user's purpose in going to the library, and those in relation to the way he makes use of the library.

The variables used to measure purpose are the type of material consulted by the user, the type of problems that lead him to seek information, and whether or not his demand is satisfied by finding this information. In order to measure the type of use we considered the length of time the user has been frequenting the library, the frequency of his visits and the duration of each visit.

On the basis of the profile obtained with these two sets of variables, using the modal values in the same way as for the general profile, a 'typical user' can be defined by purpose and type of library use. The modal values used to define the profile and 'typical users' are shown in Table E.

By inference it can be said that the 'typical user' classified by his purpose in visiting the library, is an individual who has recourse to a library for the purpose of solving problems in relation to his studies, consulting educational textbooks which are generally available.

Classified by the type of use, the 'typical user' is an individual who has been visiting the library for more than a year, approximately once a week and who remains at least one and a half hours on each visit.

Table E

Profile of users by purpose and way of using the library

Characteristics related to purpose	Alternative in respect of modal value	Modal value	Reference Table in Annex
Type of material consulted	Educational textbooks	2,305 60.8%	13
Motive for the consultation	To solve problems related to studies being pursued	2,536 66.9%	19
Satisfaction of demand	Satisfied	1,991 52.5%	6
Characteristics related to manner of using the library	**Alternative in respect of modal value**	**Modal value**	**Reference Table in Annex**
Length of time user has been visiting library	1 to 5 years	1,300 34.2%	7
Frequency of visit	2 to 4 times a month	1,229 34.1%	8
Duration of visit	1 to 2 hours	1,443 38%	9

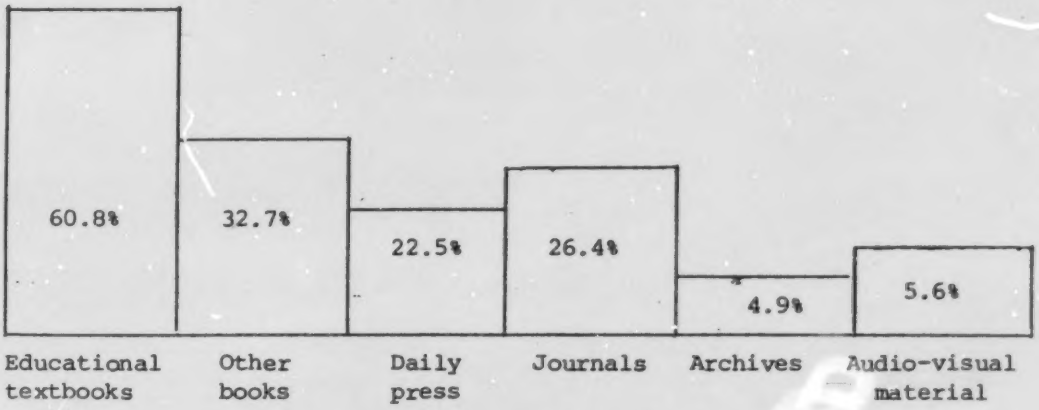
A preliminary reflection on the definitions adopted leads us to recognize two characteristics: one, the 'typical user', classified by purpose in visiting the library, coincides exactly with the one defined on the basis of the general characteristics: a secondary level student who goes to the library to solve a problem by consulting a textbook. Second, and this is new, the 'typical user' classified by his manner of using the library is an assiduous and regular user, not a new, occasional or hurried user. Let us consider these characteristics in greater detail, analysing the figures for each variable separately and studying the differences from one country to another.

(b) Type of material consulted by users

In the countries surveyed the most frequently consulted material was educational textbooks (Table 13 and 14, Annex 2,, with two exceptions, Argentina and Grenada, where a greater number of users consulted other types of books. As shown below, this coincides with the fact that in these two countries the purpose in using the library was not educational. Even taking into account the two exceptions, across the whole range of material available the material most often consulted was textbooks, as is shown in Graphic B.

Graphic B

Proportion of users by type of material consulted



The figures show that there is little use of non-traditional material, especially audio-visual material. Here again the conclusion is not that this reflects lack of demand by users, but on the contrary lack of supply by libraries. Public libraries in the region do not possess, and therefore cannot make available audio-visual aids to their users.(10)

Lastly, as regards the type of material used, it will be seen that 22 per cent of users read the daily press and 26 per cent journals. While these figures are low, particularly by comparison with textbooks, we think that they are none the less important. The consulting of journals in public libraries, which provide only general information, may be a first step in introducing regular users to using the library for other than educational purposes.

(c) Motive for the visit

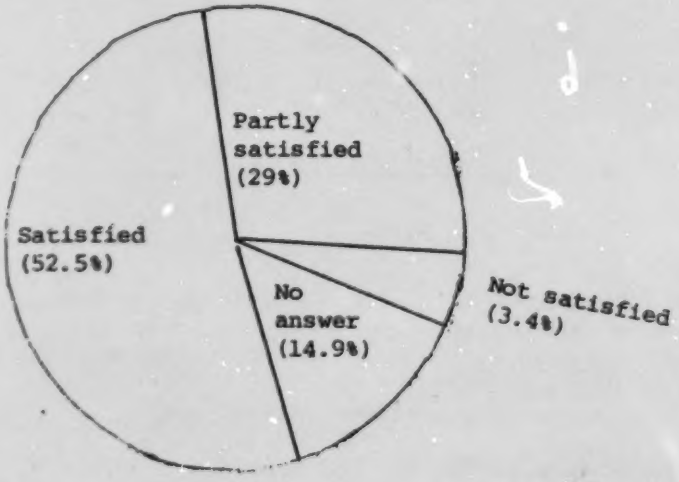
The majority of users in the region visit libraries in order to solve a problem in connection with their studies. 67 per cent of those participating in the overall survey say that they have visited a library for this reason (Table 19, Annex 2). In the country surveys, with the exception of Argentina and Grenada, the proportion of users frequenting libraries for this reason is higher than 50 per cent, reaching 70 per cent in five countries: Colombia, Guatemala, Honduras, Suriname and Venezuela. These figures match the data for the 'typical user'. The same is true for the figures for users whose motive is to solve problems concerning their job or occupation (18 per cent) (Table 20, Annex 2), or to solve problems concerning groups, associations or communities to which they belong (approximately 10 per cent) (Tables 21 and 22, Annex 2). In short, for users in the region the public library is an instrument in support of formal education, and to a lesser extent, an aid in every day life in the community.

(d) Satisfaction of demand

In the great majority of cases users' demand is, satisfied, in whole or in part. 52.5 per cent of users claim to have found what they were looking for; another 30 per cent have found at least part of what they were looking for (Table 6, Annex 2). These figures are the same, with minor variations, for all countries. In no country did the proportion of users who had not found what they wanted rise to 7.5 per cent. Graphic C shows the breakdown of satisfied and unsatisfied demands.

Graphic C

Breakdown of users by satisfaction of demand



(e) Length of time user has been visiting the library

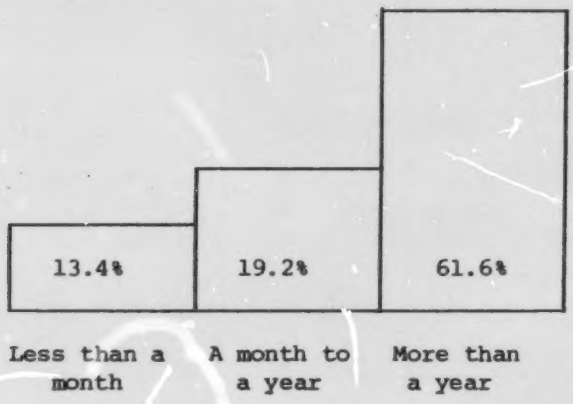
Most users interviewed had been visiting the library for more than a year (61.6 per cent), almost 30 per cent of them for more than five years (Table 7, Annex 2, and Graphic D). These figures are the same, with minor variations, for all countries. This is very important, since it shows that public library users

continue to use their services for a long time; they do not come only occasionally and then disappear. It is also consistent with the student status of the majority of users; the continuing use of the library reflects the continued need to use it until one's education is completed. The fact that the public library user tends to remain a user for a long time (more than a year, in general), is an argument for developing programmes to promote reading and the reading habit; advantage should be taken of the user's need to solve a problem in connection with his studies in order to stimulate interest in various kinds of information and a taste for recreational and aesthetic reading.

A user who has been visiting the library for some time, even if only because he is forced to do so for educational purposes, is undoubtedly a potential reader. This opportunity should be made the most of by librarians interested in promoting the reading habit. Such a reader is also a possible volunteer for library work, a potential collaborator, and this should be borne in mind by librarians interested in making their library a source of community action.

Graphic D

Breakdown of users by the length of time they have been visiting the library



(f) Frequency and duration of visits

In addition to the length of time a user has been visiting a library, the frequency and duration of visits are also indications of the degree of habitualness of use. 68 per cent of users in the overall survey state that they visit the library approximately once a week (Table 8, Annex 2), 59 per cent spending more than an hour on each visit (Table 9, Annex 2). Bearing in mind the other characteristics previously indicated - type of material used, motive for the visit and general user characteristics - it can be inferred that a high proportion of library users in the region are in the habit of regularly studying in libraries. This is further supported by the findings of the library survey to the effect that more material is lent for consultation on library premises than taken home for consultation.(11) This shows that in addition to educational books, the facilities for study are appreciated and taken advantage of by users in the region.

The above characteristics vary significantly from one country to another. Only in Argentina, Barbados and Grenada is any appreciable difference observed in the duration of visits, with the majority of users spending less than an hour in the library on each visit. It will be recalled that in Argentina and Grenada the

majority of users visit the library for motives other than study, which explains why the variation observed in the behaviour of users in these countries does not contradict our conclusions above.

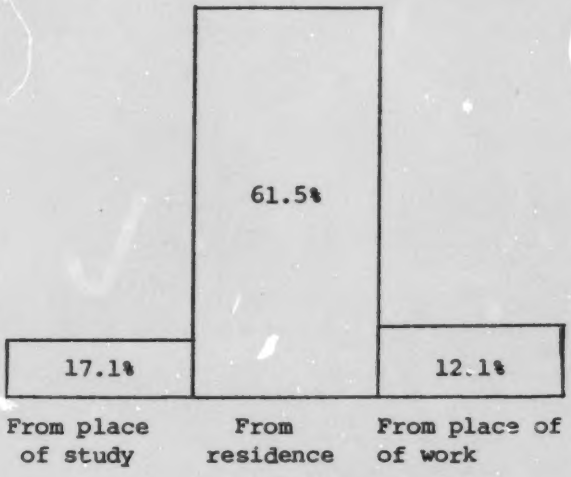
3. Other characteristics of user behaviour

(a) The place from which users set out to come to the library

The survey attempted to ascertain whether users came to the library from their place of study, residence or place of work. The results show that the majority (61.5 per cent of the overall survey) come from their place of residence. The results varied in two countries only, Grenada and Suriname. In Grenada the majority come from their place of work, which is consistent with the variant behaviour already observed in this country's survey. In Suriname the majority of users come from their place of study.

Graphic E

Breakdown of users by the place from which they set out to come to the library



The fact of so many users going to the library from their residence seems anomalous when one considers that the majority of them are students; it might be imagined that more of them would go from their place of study. It is however consistent with our finding that library premises are used as the normal place of study.

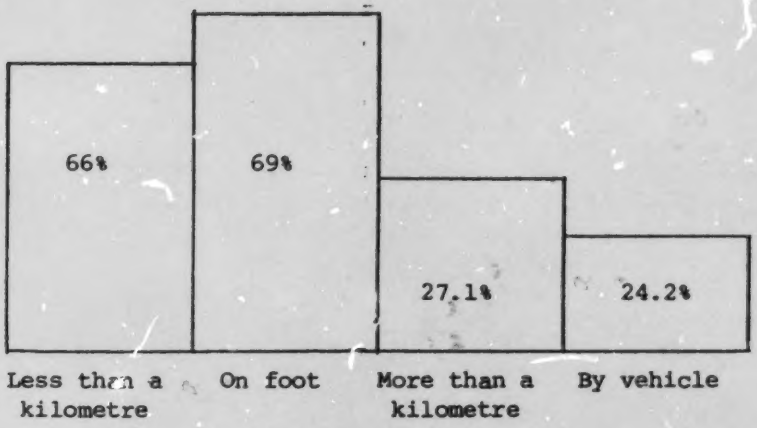
(b) Distance travelled and means employed by users to go to the library

The overall survey shows that most users go on foot to the library for distances less than a kilometre (Tables 11 and 12, Annex 2 and Graphic F).

Taking into account the fact that most users come from their residence, it can be said that the 'typical user' in the region visits a library within walking distance from his home.

Graphic F

Breakdown of users by the distance travelled and means of transportation



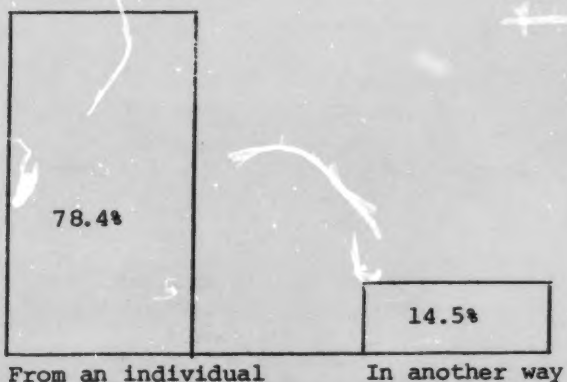
If the above hypothesis is valid and the problem is seen from the point of view of the library, it may be said that potential users are persons living within walking distance. This area can be considered as the library's 'sphere of influence'.

The foregoing considerations are particularly valid for countries with a bigger sample, such as Panama, Jamaica, Venezuela and El Salvador. In the others, the results may be due to the particular locations of the few libraries in which users were interviewed. In any case, only three countries (Grenada, Guatemala and Honduras) show a breakdown different from that of the overall survey: in these three countries the figures were the other way round, with a majority of users coming from more than a kilometre away, and by vehicle.

The great majority of users first learn of the library from an individual rather than through the media or a public announcement (Table 5a and 5b, Annex 2 and Graphic G).

Graphic G

Breakdown of users by the way in which they first learnt of the library



Interpersonal communication is the rule rather than printed or audio-visual publicity, simply because neither libraries nor the political and administrative entities responsible for them have any public relations programmes. According to the library survey, the most widely used form of public information is the bill-board or wall periodical,(12) which implies that the user already knows the library. Except for rare reading promotion campaigns, public library services in the region are not given publicity by the press, radio or television.

Lastly, we would point out that most users learn about the existence of libraries from friends and fellow-students. Here it will be noted that few users (14 per cent) learn about the existence of libraries from their professors or teachers. Since the use of libraries is particularly linked to education, it is not clear why teachers and professors, or failing them, schools, do not promote libraries as an instrument in support of education.

(c) Reason for the choice of library and the way in which users first learn about it

The most influential factor in the choice of a library is its proximity. 56 per cent of users say that they have chosen the library they visit because it is the nearest (Table 25, Annex 2). Next, users choose a certain library because it gives them the information they need (Table 27, Annex 2) and the service is better (Table 26, Annex 2). The breakdown by motive shows no significant variation from one country to another, though in some countries, such as Jamaica, Barbados and Suriname, greater emphasis is laid on proximity. The least emphasis on proximity is in Colombia, where most users choose the library on account of the information they obtain there.

The fact that users accord such importance to the proximity of the library supports our hypothesis above regarding the library's 'sphere of influence'. Since users regularly visit libraries within walking distance of their home, it is only logical to assume that they visit these in preference to others because they are closer to their place of residence.

Also consistent with the results analysed above is the fact that users give as the second reason for their choice the availability of the information they need. This answer is consistent with the high proportion of satisfied demand.

4. Conclusions

In the course of this analysis we have drawn conclusions on each particular point. We shall now attempt to draw general conclusions as to users' general characteristics and most common motives.

(a) First, we wish to emphasize that, despite the fact that the overall survey concerned both Latin American and Caribbean users, coming from different backgrounds and cultures, the characteristics and behaviour revealed do not vary significantly from one subregion to another. From this point of view, based on the data yielded by the survey, we can speak of a 'regional' user with similar characteristics.

(b) Second, we must reiterate a feature frequently noted throughout this document: the majority of public library users in the region come from a restricted population group, i.e. students at secondary level.

This fact is doubly significant. On the one hand, it is a reality, and as such should guide the planning of services. On the other, it implies that other population sectors are excluded or relegated to the background as users of services which, by definition, should cater equally to the demands of society as a whole. This second fact should also guide the planned development of services, with a view to creating facilities which will attract excluded or neglected sectors. Public libraries should continue to meet educational requirements, but they should also think about disseminating information in support of work, civic activities and recreation.

(c) Thirdly, the assiduity of public library users in the region merits special attention. By this we mean that those who use public libraries do so regularly, once a week, and for long periods of two, three and even five years running. Such regularity and assiduity suggest that they would be open to the idea of acquiring the reading habit. We repeat that librarians ought to take advantage of such assiduous use of the library for educational purposes by encouraging the user to diversify his interest in information and motivate him to read for pleasure.

(d) Fourthly, we note the relation established between the use of a library and its proximity to the user's residence. Our definition of the library's 'sphere of influence' may be useful in promoting among potential users introductory programmes for recreational reading and programmes for diversifying informational interests.

(e) Fifthly and lastly, we would point out the obvious lack of dissemination and promotion work by library services. Provision should be made in future for potential users to be reached by modern forms of publicity. The press, radio and television should take over from the traditional forms of interpersonal communication which are at present the most customary. Teachers and professors should also become aware of the problem and take action to encourage and motivate the use of libraries, not only as an instrument in support of their teaching work, but also as a place where leisure can be put to constructive use.

NOTES

(1) Regional Meeting on the Present Situation and Strategies for development of Public Library Services in Latin America and the Caribbean (Caracas, 25-29 October 1982). Background paper: The public library in Latin America and the Caribbean: Its present state and some reflections concerning its future development, Alvaro Agudo Guevara. Paris, Unesco, 1982.

(2) The number of inhabitants was taken as the basic reference for defining the type of population. By urban population is meant more than 10,000 inhabitants; suburban, between 2,000 and 10,000; and rural, less than 2,000.

(3) Other documents used for the overall survey were the First Survey Document, or Questionnaire for Entities, and the Second Survey Document, or Questionnaire for public libraries.

(4) For definitions see Note 2.

(5) Here we used the statistical concept of the mode, taken to mean the value that occurs the greatest number of times. In the definition of profiles, by 'model value' is meant the characteristic that occurs for the largest number of users, but not the majority.

(6) It will be seen that we did not use the characteristic of 'Socio-economic level'. The reason is that the relevant questions were unsatisfactorily unanswered, or not at all, perhaps because most users were under 18 and the questions referred to the user's type of occupation and form of income.

(7) By 'student age' is meant the ages at which the three levels of formal education are normally pursued. 'Education' thus covers participation in a formal education programme at the primary, secondary or higher level.

(8) The Questionnaire for users was devised so as to be answered by the users themselves, and was thus addressed to users aged 12 and over. As children under 12 were excluded from the survey, no conclusions can be drawn on their situation in respect of the questionnaire on this subject the reader is referred to the conclusions of the report on the library survey, which states that at the present time the public library does not fulfil its mission of training new readers, since the proportion of children using loan services is negligible. Unesco, op. cit.

(9) Ibid.

(10) The final report of the library survey states that with some exceptions, public library collections in the region continue to consist basically of books, thus still reflecting traditional library standards. Ibid.

(11) Ibid

(12) Ibid.

ANNEX 1

QUESTIONNAIRE FOR USERS
OF PUBLIC LIBRARIES

ANNEX 1

QUESTIONNAIRE FOR USERS OF PUBLIC LIBRARIES
THIRD SURVEY DOCUMENT

1. PARTICULARS OF LIBRARY SURVEYED

1.1 Country
1.2 Name of library
1.3 Address
1.4 Type of population served

- urban
- suburban
- rural

2. PARTICULARS OF INDIVIDUAL USER

2.1 Age

- 12 to 18 years
- 19 to 25 years
- 26 to 35 years
- 36 and over

2.2 Sex

- male
- female

2.3 Studies

2.4 Occupation

3. EDUCATION

3.1 Level of education

- Basic education; grade
- Intermediate education (secondary, secondary school certificate; year)
- Higher education; year
- Postgraduate studies

3.2 Diplomas obtained

- Secondary school leaving certificate
- Bachelor's degree
- Master's degree
- Doctorate
- Other diplomas:
please specify

4. OCCUPATION

4.1 In which sector are you employed?

- Agriculture
- Industry
- Commerce
- Office work or service industry (private sector)
- Government employment
- Art and handicrafts (plastic arts, literature music, drama)
- Other occupation:

please specify

4.2 From what is your income derived?

- Ownership or joint ownership of land or investment income
- Fees or salary earned as self-employed worker
- Regular wages or salary

5. LIBRARY SERVICES UTILIZED

5.1 Why do you visit the library?

- To consult material that you brought
- To consult material belonging to the library
- To seek specific information without intending to remain and consult other material in the library
- To attend a lecture or discussion
- To see an audio-visual projection
- To a spectacle
- To listen to a concert
- To see an exposition of artisanal or artistic works
- To participate in a meeting organized by a group or organization to which you belong
- Other reasons:

please specify

5.2 What material have you come to consult?

- Educational textbooks
- Other books
- Newspapers
- Journals
- Archives
- Records or tapes
- Slides
- Films
- T.V. cassettes
- Other material:

please specify

5.3 You needed the material requested or the material that you brought in order to:

- Study or solve a problem or tasks in connection with your studies
- Help solve a problem in connection with your job or profession
- Help solve a problem in connection with a group or association to which you belong
- Help solve a problem in connection with the community in which you live
- Satisfy a personal pleasure or interest
- Other:

please specify

5.4 Did you find what you came for?

- Yes
- No
- In part

6. FREQUENCY OF YOUR VISITS TO THE LIBRARY

6.1 How long have you been visiting the library?

- This is the first time
- For less than a month
- More than a month but less than a year
- More than a year but less than five years
- More than five years

6.2 How often did you visit the library during the past month?

- Not at all
- Once
- Two to four times
- Five times or more

6.3 How long did you stay in the library?

- Less than an hour
- One to two hours
- Two to four hours
- More than four hours

7. WHERE DID YOU COME FROM ON YOUR WAY TO THE LIBRARY?

7.1 You came to the library from your:

- Place of studies
- Residence
- Place of work
- Other

7.2 Roughly how far away is the library from this place?

- Less than 400 metres
- More than 400 metres but less than a kilometre
- More than a kilometre

7.3 How did you come to the library?

- On foot
- By vehicle (irrespective of whether it was your own or public transportation)

8. REASON FOR CHOOSING THIS LIBRARY

8.1 You chose this library because:

- It is the only one you know
- This is the nearest one
- You think that this one offers the best service
- You find the material or information you need here
- For its agreeable facilities
- It organizes cultural activities that interest you
- Other reasons:

please specify

8.2 You first learnt of this library from:

- A relative
- A fellow-student
- A fellow-worker
- A teacher or professor
- A member of a group or association to which you belong
- A neighbour in your district
- Through another library
- Through a public announcement by chance

(If your answer is 'a public announcement' please answer question 8.3). Otherwise stop here.

8.3 The announcement which drew your attention to this library was:

- In the press
- On the radio
- On television
- At the cinema
- A placard, handbill or poster
- A pamphlet or other printed material
- A billboard, wall periodical or other means of educational information

ANNEX 2

STATISTICAL TABLES WITH RESULTS
OF THE SURVEY IN PUBLIC LIBRARIES

TABLE 1

USERS BY AREA OF RESIDENCE

Country	Urban	Suburban	Rural	No answer	Total
ARGENTINA	20 100.00%	- -	- -	- -	20 100.00%
BARBADOS	6 8.8%	5 7.4	2 2.9	55 80.9	68 100.00%
COLOMBIA	45 93.8%	1 2.1	- -	2 4.2	48 100.00%
EL SALVADOR	226 64.6	62 17.7	31 8.9	31 8.9	350 100.00%
GRANADA	20 100.00%	- -	- -	- -	20 100.00%
GUATEMALA	41 97.6%	- -	- -	1 2.4%	42 100.00%
HONDURAS	32 91.4	- -	- -	3 8.6	35 100.00%
JAMAICA	211 18.8%	230 20.5%	631 56.2%	51 4.5%	1,123 100.00%
PANAMA	177 18.6	438 46.1%	327 34.4	8 0.8%	950 100.00%
SURINAME	20 100.00%	- -	- -	- -	20 100.00%
VENEZUELA	893 79.7%	87 7.76%	35 3.1%	105 9.3%	1,120 100.00%
T O T A L	1,686 44.4%	823 21.8%	1,076 27.00%	256 6.8%	3,796 100.00%

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TABLE 2

USERS BY AGE-GROUP

Country	12-18 years	19-25 years	26-35 years	36 and over	No answer	Total
ARGENTINA	9 45.00%	2 10.00%	4 20.00%	5 25.00%	- -	20 100.00%
BARBADOS	27 39.7%	14 20.0%	11 16.2%	13 19.1%	3 4.4%	68 100.00%
COLOMBIA	7 14.6	30 62.5	9 18.8%	2 4.2	- -	48 100.00%
EL SALVADOR	143 409	124 35	59 16.9	21 6.00%	3 0.9%	350 100.00%
GRANADA	3 15.00%	8 40.00%	5 25.00%	4 20.00%	- -	20 100.00%
GUATEMALA	11 26.2%	23 54.8%	5 11.9%	2 4.8%	1 2.4%	42 100.00%
HONDURAS	7 20.00%	21 60.00%	3 8.6%	4 11.4%	- -	35 100.00%
JAMAICA	481 42.8	387 34.5	182 14.4	81 7.2	12 1.1	1,123 100.00%
PANAMA	431 45.4%	243 25.6%	157 16.5%	110 11.6%	9 0.9%	950
SURINAME	10 50.00%	9 45.00%	- -	- -	1 5.00%	20 100.00%
VENEZUELA	687 61.3%	324 28.9%	72 6.4%	25 2.2%	12 1.0%	1,120 100.00%
TOTAL	1,816 47.9%	1,181 31.1%	486 12.8%	267 7.0%	41 1.0%	3,796.0% 100.00%

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TABLE 3

USERS BY COUNTRY AND BY SEX

Country	Male	Female	No answer	Total
ARGENTINA	12 60.0%	8 40.0%	- -	20 100.0%
BARBADOS	30 44.1%	34 50.0%	4 5.9%	68 100.0%
COLOMBIA	21 43.8%	24 50.0%	3 6.3%	48 100.0%
EL SALVADOR	211 60.3%	131 37.4%	8 2.3%	350 100.0%
GRANADA	15 75.40%	5 25.0%	- -	20 100.0%
GUATEMALA	18 42.9%	21 50.0%	3 7.1%	42 100.0%
HONDURAS	28 80.0%	6 17.1%	1 2.9%	35 100.0%
JAMAICA	487 43.4%	609 54.2%	27 2.4%	1,123 100.0%
PANAMA	480 50.5%	427 44.9%	43 4.5%	950 100.0%
SURINAME	8 40.0%	10 50.0%	2 10.0%	20 100.0%
VENEZUELA	651 58.0%	442 39.4%	27 2.4%	1,120. 100.0%
TOTAL	1,959 51.7%	1,714 45.2%	118 3.1%	3,796 100.0%

TABLE 4

USERS BY LEVEL OF EDUCATION

Country	Primary	Secondary	Higher	Postgraduate	No answer	Total
ARGENTINA	1 5.0%	11 55.0%	5 25.0%	- -	3 15.0%	20 100.0%
BARBADOS	14 20.5%	32 47.0%	15 22.0%	4 5.8%	3 4.4%	68 100.0%
COLOMBIA	15 31.4%	17 35.4%	11 22.9%	- -	5. 10.4%	48 100.0%
EL SALVADOR	46 13.1%	250 71.4%	42 12.0%	1 0.2%	11 3.1%	350 100.0%
GRANADA	- -	11 55.0%	5 25.0%	2 10.0%	2 10.0%	20 100.0%
GUATEMALA	7 16.6%	17 40.4%	17 40.4%	- -	1 2.3%	42 100.0%
HONDURAS	8 22.8%	14 40.1%	11 31.4%	2 5.7%	- -	35 100.0%
JAMAICA	138 12.2%	721 64.2%	221 19.6%	39 3.4%	4 0.3%	1,123 100.0%
PANAMA	307 32.4%	458 48.3%	167 17.5%	9 0.9%	9 0.9%	950 100.0%
SURINAME	- -	14 70.0%	4 20.0%	- -	2 10.0%	20 100.0%
VENEZUELA	150 13.3%	725 64.7%	228 20.4%	14 1.3%	3 0.3%	1,120 100.0%
TOTAL	686 18.09%	2,270 59.8%	726 19.1%	71 1.8%	43 1.1%	3,796 100.0%

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TABLE 5 (a)

USERS BROKEN DOWN BY THE WAY IN WHICH THEY FIRST LEARNT OF THE LIBRARY

Country	From an individual	From another library	From a public announcement	By chance	No answer	Total
ARGENTINA	20	-	-	-	-	20
	100.0%	-	-	-	-	100.0%
BARBADOS	48	9	2	1	8	68
	70.5%	13.2%	2.9%	1.5%	11.8%	100.0%
COLOMBIA	40	-	4	3	1	48
	83.3%	-	8.3%	6.3%	2.1%	100.0%
EL SALVADOR	251	2	33	16	48	350
	71.7%	0.6%	9.4%	4.6%	13.7%	100.0%
GRANADA	16	-	1	2	1	20
	80.0%	-	5.0%	10.0%	5.0%	100.0%
GUATEMALA	33	-	1	1	7	42
	78.5%	-	2.4%	2.4%	16.7%	100.0%
HONDURAS	26	-	2	4	3	35
	74.2%	-	5.7%	1.4%	8.6%	100.0%
JAMAICA	835	32	64	126	66	123
	74.3%	2.8%	5.7%	11.2%	5.9%	100.0%
PANAMA	834	6	23	24	63	950
	87.7%	0.6%	2.4%	2.5%	6.6%	100.0%
SURINAME	18	1	1	-	-	20
	40.4%	5.0%	5.0%	-	-	100.0%
VENEZUELA	836	25	71	88	100	1,120
	74.6%	2.2%	6.3%	7.8%	8.9%	100.0%
TOTAL	2,951	76	203	265	296	3,796.0%
	78.4%	2.0%	5.3%	7.0%	7.8%	100.0%

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TABLE 5 (b)

USERS BROKEN DOWN BY THE WAY IN WHICH THEY FIRST LEARNT OF THE LIBRARY

Country	From a relative	From a fellow-student	From a teacher or professor	From someone else*	Any other way	No answer	Total
ARGENTINA	13 65.0%	5 25.0%	2 10.0%	- -	- -	- -	20 100.0%
BARBADOS	25 36.8%	8 11.8%	12 17.6%	3 4.4%	12 17.6%	8 11.8%	68 100.0%
COLOMBIA	9 18.8%	17 35.4%	6 12.5%	8 16.6%	7 14.5%	1 2.1%	48 100.0%
EL SALVADOR	47 13.4%	77 22.0%	54 15.4%	73 32.0%	51 14.5%	48 3.7%	350 100.0%
GRANADA	3 15.0%	7 35.0%	2 10.0%	4 20.0%	3 15.0%	1 5.0%	20 100.0%
GUATEMALA	5 11.9%	17 40.5%	8 19.0%	3 7.1%	2 4.8%	7 16.7%	42 100.0%
HONDURAS	3 8.6%	12 34.3%	7 20.0%	4 11.4%	6 17.4%	3 8.6%	35 100.0%
JAMAICA	244 21.7%	249 22.2%	134 11.9%	208 18.5%	222 23.3%	66 5.9%	1,123 100.0%
PANAMA	303 31.9%	169 17.8%	210 22.1%	192 16.0%	93 5.5%	63 6.6%	950 100.0%
SURINAME	4 20.0%	3 15.0%	10 50.0%	1 5.0%	2 10.0%	- -	20 100.0%
VENEZUELA	212 18.9%	408 36.4%	87 7.7%	129 11.4%	184 16.3%	100 8.9%	1,120 100.0
T O T A L	860 22.8%	968 25.7%	531 14.1%	592 15.7%	548 14.5%	296 7.8%	3,796 100.0%

* Fellow-workers, members of groups or associations or neighbours.

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TABLE 6

USERS BROKEN DOWN BY THE DEGREE OF SATISFACTION OBTAINED

Country	Satisfied	Not satisfied	Partly satisfied	No answer	Total
ARGENTINA	17	-	3	-	20
	85.0%	-	15.0%	-	100.0%
BARBADOS	24	4	34	6	68
	35.3%	5.9%	50.0%	8.8%	100.0%
COLOMBIA	25	-	12	11	48
	52.1%	-	25.0%	22.9%	100.0%
EL SALVADOR	187	4	71	88	350
	53.4%	1.1%	20.3%	25.1%	100.0%
GRANADA	8	-	12	-	20
	40.0%	-	60.0%	-	100.0%
GUATEMALA	64.3%	7.1%	14.3%	14.3%	100.0%
HONDURAS	11	-	11	13	35
	31.4%	-	31.4%	37.1%	100.0%
JAMAICA	490	48	477	106	1,123
	43.6%	4.3%	42.5%	9.4%	100.0%
PANAMA	563	17	256	114	950
	59.3%	1.8%	26.9%	12.0%	100.0%
SURINAME	7	-	13	-	20
	35.0%	-	65,0%	-	100.0%
VENEZUELA	634	54	210	222	1,120
	56.6%	4.8%	18.8%	19.8%	100.0%
TOTAL	1,991	130	1,103	567	3,796
	52.5%	3.4%	29.0%	14.9%	100.0%

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TABLE 7

USERS BROKEN DOWN BY THE LENGTH OF TIME THEY HAVE BEEN VISITING THE LIBRARY

Country	First visit	Less than a month	One month to one year	1 to 5 years	More than 5 years	No answer	Total
ARGENTINA	1	-	2	9	8	-	20
	5.0%	-	10.0%	45.0%	40.0%	-	100.0%
BARBADOS	-	7	3	14	42	2	68
	-	10.3%	4.4%	20.6%	61.8%	2.9%	100.0%
COLOMBIA	3	4	3	27	10	1	48
	6.3%	8.3%	6.3%	56.3%	20.8%	2.1%	100.0%
EL SALVADOR	6	20	70	161	69	24	350
	1.7%	5.7%	20.0%	46.0%	19.7%	6.9%	100.0%
GRANADA	-	3	1	6	10	-	20
	-	15.0%	5.0%	30.0%	50.0%	-	100.0%
GUATEMALA	4	1	6	14	14	3	42
	9.5%	2.4%	14.3%	33.3%	33.3%	7.1%	100.0%
HONDURAS	1	1	8	18	6	1	35
	2.9%	2.9%	22.9%	51.4%	17.1%	2.9%	100.0%
JAMAICA	32	103	161	346	447	34	1,123
	2.8%	9.2%	14.3%	30.8%	39.8%	3.0%	100.0%
PANAMA	36	91	207	241	323	52	950
	3.8%	9.6%	21.8%	25.4%	34.0%	5.5%	100.0%
SURINAME	1	-	3	9	7	-	20
	5.0%	-	15.0%	45.0%	35.0%	-	100.0%
VENEZUELA	86	116	268	458	105	85	1,120
	7.6%	10.5%	23.9%	40.8%	9.3%	7.5%	100.0%
TOTAL	169	345	732	1,300	1,041	202	3,796
	4.4%	9.0%	19.2%	34.2%	27.4%	5.3%	100.0%

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TABLE 8

USERS BROKEN DOWN BY THE FREQUENCY OF THEIR VISITS TO THE LIBRARY

Country	Less than once a month	Once a month	2 to 4 times a month	Five or more times a month	No answer	Total
ARGENTINA	1 5.0%	1 5.0%	3 15.0%	15 75.0%	- -	20 100.0%
BARBADOS	2 2.9%	4 5.9%	35 51.5%	25 36.8%	2 2.9%	68 100.0%
COLOMBIA	2 4.2%	5 10.4%	18 37.5%	19 39.6%	4 8.3%	48 100.0%
EL SALVADOR.	14 4.0%	19 5.4%	106 30.3%	169 48.3%	41 11.7%	350 100.0%
GRANADA	- -	- -	7 35.0%	13 65.0%	- -	20 100.0%
GUATEMALA	7 16.7%	2 4.8%	13 31.0%	17 40.5%	3 7.1%	42 100.0%
HONDURAS	- -	11 31.4%	5 14.3%	17 48.6%	2 5.7%	35 100.0%
JAMAICA	79 7.0%	185 16.5%	371 33.0%	452 40.2%	36 3.2%	1,123 100.0%
PANAMA	109 11.5%	187 19.7%	376 39.5%	210 22.1%	68 7.2%	950 100.0%
SURINAME	- -	2 10.0%	7 35.0%	11 55.0%	- -	20 100.0%
VENEZUELA	183 16.3%	154 13.7%	356 31.7%	329 29.3%	98 8.6%	1,120 100.0%
T O T A L	396 10.4%	570 15.0%	1,295 34.1%	1,276 33.6%	253 6.6%	3,796 100.0%

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TABLE 9

USERS BROKEN DOWN BY THE DURATION OF EACH VISIT TO THE LIBRARY

Country	Less than an hour	1 to 2 hours	2 to 4 hours	More than 4 hours	No answer	Total
ARGENTINA	13 65.0%	5 25.0%	2 10.0%	- -	- -	20 100.0%
BARBADOS	36 52.9%	15 22.1%	10 14.7%	4 5.9%	3 4.4%	68 100.0%
COLOMBIA	10 20.8%	16 33.3%	15 31.3%	6 12.5%	1 2.1%	48 100.0%
EL SALVADOR	60 17.1%	146 41.7%	64 18.3%	34 9.7%	46 13.1%	350 100.0%
GRANADA	10 50.0%	5 25.0%	- -	4 20.0%	1 5.0%	20 100.0%
GUATEMALA	5 11.9%	15 35.7%	13 31.0%	4 9.5%	5 11.9%	42 100.0%
HONDURAS	5 14.3%	18 51.4%	7 20.0%	4 11.4%	1 2.9%	35 100.0%
JAMAICA	377 33.6%	437 38.2%	197 17.5%	91 8.1%	51 4.5%	1,123 100.0%
PANAMA	311 32.7%	368 38.7%	129 13.6%	33 3.5%	104 11.5%	950 100.0%
SURINAME	5 25.0%	11 55.0%	3 15.0%	- -	1 5.0%	20 100.0%
VENEZUELA	154 13.7%	437 39.0%	349 31.1%	112 10.0%	68 6.0%	1,120 100.0%
T O T A L	985 25.9%	1,443 38.0%	787 20.7%	290 7.6%	286 7.5%	3,796 100.0%

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TABLE 10

USERS BROKEN DOWN BY PLACE FROM WHICH THEY SET OUT TO COME TO THE LIBRARY

Country	Place of study	Residence	Place of work	Other	No answer	Total
ARGENTINA	3 15.0%	11 55.0%	4 20.0%	2 10.0%	- -	- -
BARBADOS	12 17.6%	43 63.2%	7 10.3%	2 2.9%	4 5.9%	68 100.0%
COLOMBIA	12 25.0%	23 47.9%	10 20.8%	2 4.2%	1 2.1%	48 100.0%
EL SALVADOR	38 10.9%	215 61.4%	57 16.3%	9 2.6%	31 8.9%	350 100.0%
GRANADA	2 10.0%	5 25.0%	12 60.0%	1 5.0%	- -	20 100.0%
GUATEMALA	7 16.7%	25 59.5%	8 19.0%	1 2.4%	1 2.4%	42 100.0%
HONDURAS	5 14.3%	21 60.0%	6 17.1%	1 2.9%	2 5.7%	35 100.0%
JAMAICA	204 18.2%	638 56.8%	161 14.3%	78 6.9%	42 3.7%	1,123 100.0%
PANAMA	145 15.3%	599 63.1%	130 13.7%	32 3.4%	44 4.6%	950 100.0%
SURINAME	16 80.0%	4 20.0%	- -	- -	- -	20 100.0%
VENEZUELA	206 18.3%	754 67.3%	67 5.9%	58 5.1%	35 3.1%	1,120 100.0%
T O T A L	649 17.1%	2,334 61.5%	462 12.1%	186 4.9%	160 4.2%	3,796 100.0%

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TABLE 11

USERS BROKEN DOWN BY THE DISTANCE TRAVELLED TO VISIT THE LIBRARY

Country	Less than 400 metres	Between 400 metres and one kilometre	More than one kilometre	No answer	Total
ARGENTINA	6 30.0%	8 40.0%	5 25.0%	1 5.0%	20 100.0%
BARBADOS	14 27.9%	20 39.4%	22 32.4%	7 10.3%	68 100.0%
COLOMBIA	21 43.8%	14 29.2%	13 27.1%	- -	48 100.0%
EL SALVADOR	132 37.7%	134 38.3%	58 16.6%	26 7.4%	350 100.0%
GRANADA	6 30.0%	5 25.0%	9 45.0%	- -	20 100.0%
GUATEMALA	2 4.8%	4 9.5%	32 76.2%	4 9.5%	42 100.0%
HONDURAS	6 17.1%	8 22.9%	18 51.4%	3 8.6%	35 100.0%
JAMAICA	437 38.9%	348 31.0%	248 22.1%	90 8.0%	1,123 100.0%
PANAMA	454 47.8%	249 26.2%	171 18.0%	76 8.0%	950 100.0%
SURINAME	16 80.0%	- -	4 20.0%	- -	20 100.0%
VENEZUELA	257 22.9%	362 32.3%	452 40.3%	49 4.3%	1,120 100.0%
T O T A L	1,354 35.7%	1,152 30.3%	1,029 27.1%	256 6.7%	3,796 100.0%

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TABLE 12

USERS BROKEN DOWN BY FORM OF TRANSPORTATION USED TO VISIT THE LIBRARY

Country	On foot	By vehicle	No answer	Total
ARGENTINA	17 85.0%	3 15.0%	- -	20 100.0%
BARBADOS	30 44.1%	36 52.9%	2 2.9%	68 100.0%
COLOMBIA	37 77.1%	11 22.9%	- -	48 100.0%
EL SALVADOR	293 83.7%	31 8.9%	26 7.4%	350 100.0%
GRANADA	10 50.0%	9 45.0%	1 5.0%	20 100.0%
GUATEMALA	7 16.7%	32 76.2%	3 7.1%	42 100.0%
HONDURAS	19 54.3%	14 40.0%	2 5.7%	35 100.0%
JAMAICA	781 69.5%	240 21.4%	2 0.2%	1,123 100.0%
PANAMA	760 80.0%	125 13.3%	64 6.7%	450 100.0%
SURINAME	17 85.0%	3 15.0%	- -	20 100.0%
VENEZUELA	650 58.0%	418 37.3%	52 4.6%	1 120 100.0%
T O T A L	2,619 69.0%	420 11.2%	252 6.6%	3,796 100.0%

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TABLE 13

USERS CONSULTING EDUCATIONAL TEXTBOOKS

Country	Number of users	% of total survey
ARGENTINA	6	30.0%
BARBADOS	41	60.3%
COLOMBIA	21	43.8%
EL SALVADOR	197	56.3%
GRANADA	7	35.0%
GUATEMALA	28	66.7%
HONDURAS	7	20.0%
JAMAICA	624	55.6%
PANAMA	635	66.8%
SURINAME	13	65.0%
VENEZUELA	726	64.8%
T O T A L	2,305	60.8%

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TABLE 14

USERS CONSULTING BOOKS OTHER THAN EDUCATIONAL TEXTBOOKS

Country	Number of users	% of total survey
ARGENTINA	13	65.0%
BARBADOS	32	47.1%
COLOMBIA	25	52.0%
EL SALVADOR	127	36.3%
GRANADA	9	45.0%
GUATEMALA	11	26.2%
HONDURAS	13	37.1%
JAMAICA	431	38.4%
PANAMA	294	30.9%
SURINAME	13	65.0%
VENEZUELA	276	24.6%
TOTAL	1,241	32.7%

TABLE 15

USERS CONSULTING THE DAILY PRESS

Country	Number of users	% of total survey
ARGENTINA	9	45.0%
BARBADOS	11	16.2%
COLOMBIA	4	8.3%
EL SALVADOR	48	13.7%
GRANADA	10	50.0%
GUATEMALA	-	-
HONDURAS	14	40.0%
JAMAICA	345	30.7%
PANAMA	162	17.1%
SURINAME	6	30.0%
VENEZUELA	297	22.0%
T O T A L	855	22.5%

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TABLE 16

USERS CONSULTING JOURNALS

Country	Number of users	% of total survey
ARGENTINA	3	15.0%
BARBADOS	16	23.5%
COLOMBIA	8	16.7%
EL SALVADOR	68	19.4%
GRANADA	16	80.0%
GUATEMALA	-	-
HONDURAS	5	14.3%
JAMAICA	412	36.7%
PANAMA	330	34.7%
SURINAME	19	95.0%
VENEZUELA	125	11.6%
TOTAL	1,001	26.4%

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TABLE 17

USERS CONSULTING ARCHIVES

Country	Number of users	% of total survey
ARGENTINA	-	-
BARBADOS	1	1.5%
COLOMBIA	-	-
EL SALVADOR	14	4.0%
GRANADA	-	-
GUATEMALA	1	2.4%
HONDURAS	3	8.6%
JAMAICA	51	4.5%
PANAMA	19	2.0%
SURINAME	7	35.0%
VENEZUELA	93	8.3%
T O T A L	189	4.9%

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TABLE 18

USERS CONSULTING AUDIO-VISUAL MATERIAL
(Slides, records or cassettes, videos and films)

Country	Number of users	% of total survey
ARGENTINA	1	5.0%
BARBADOS	1	1.5%
COLOMBIA	1	2.5%
EL SALVADOR	40	11.4%
GRANADA	-	-
GUATEMALA	-	-
HONDURAS	2	5.8%
JAMAICA	86	7.7%
PANAMA	11	1.2%
SURINAME	10	50.0%
VENEZUELA	124	10.7%
TOTAL	212	5.6%

TABLE 19

USERS SEEKING A SOLUTION TO PROBLEMS ARISING IN CONNECTION WITH THEIR STUDIES

Country	Number of users	% of total survey
ARGENTINA	8	40.0%
BARBADOS	42	61.8%
COLOMBIA	36	75.0%
EL SALVADOR	189	54.0%
GRANADA	8	40.0%
GUATEMALA	38	90.5%
HONDURAS	26	74.3%
JAMAICA	604	53.8%
PANAMA	651	68.5%
SURINAME	20	100.0%
VENEZUELA	918	81.9%
T O T A L	2,536	66.9%

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TABLE 20

USERS SEEKING A SOLUTION TO PROBLEMS ARISING IN CONNECTION WITH THEIR JOB OR OCCUPATION

Country	Number of users	% of total survey
ARGENTINA	1	5.0%
BARBADOS	12	17.6%
COLOMBIA	12	25.0%
EL SALVADOR	74	21.1%
GRANADA	6	30.0%
GUATEMALA	8	19.0%
HONDURAS	7	20.0%
JAMAICA	180	16.0%
PANAMA	228	24.0%
SURINAME	-	-
VENEZUELA	152	13.5%
T O T A L	679	17.9%

TABLE 21

USERS SEEKING A SOLUTION TO PROBLEMS ARISING IN CONNECTION WITH GROUPS OR ASSOCIATIONS TO WHICH THEY BELONG

Country	Number of users	% of total survey
ARGENTINA	1	5.0%
BARBADOS	4	5.9%
COLOMBIA	6	12.5%
EL SALVADOR	62	17.7%
GRANADA	4	20.0%
GUATEMALA	6	25.7%
HONDURAS	9	25.7%
JAMAICA	131	11.7%
PANAMA	131	13.8%
SURINAME	4	20.0%
VENEZUELA	130	11.6%
T O T A L	486	12.8%

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TABLE 22

USERS SEEKING A SOLUTION TO PROBLEMS ARISING IN CONNECTION WITH THE COMMUNITY IN WHICH THEY LIVE

Country	Number of users	% of total survey
ARGENTINA	1	5.0%
BARBADOS	9	13.2%
COLOMBIA	5	10.4%
EL SALVADOR	55	15.7%
GRANADA	2	10.0%
GUATEMALA	1	2.4%
HONDURAS	2	5.7%
JAMAICA	135	12.0%
PANAMA	122	12.8%
SURINAME	4	20.0%
VENEZUELA	71	6.3%
T O T A L	407	10.7%

TABLE 23

USERS SEEKING TO SATISFY A PERSONAL PLEASURE OR INTEREST

Country	Number of users	% of total survey
ARGENTINA	13	65.0%
BARBADOS	36	52.9%
COLOMBIA	19	39.6%
EL SALVADOR	136	38.9%
GRANADA	17	85.0%
GUATEMALA	6	14.3%
HONDURAS	12	34.3%
JAMAICA	471	41.9%
PANAMA	267	28.1%
SURINAME	14	70.0%
VENEZUELA	241	21.5%
T O T A L	1,230	32.4%

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TABLE 24

USERS CHOOSING THE LIBRARY AS THE ONLY ONE THEY KNOW

Country	Number of users	% of total survey
ARGENTINA	11	55.0%
BARBADOS	5	7.4%
COLOMBIA	16	33.3%
EL SALVADOR	85	24.3%
GRANADA	14	70.0%
GUATEMALA	3	7.1%
HONDURAS	17	48.6%
JAMAICA	95	8.5%
PANAMA	439	46.2%
SURINAME	6	30.0%
VENEZUELA	387	34.5%
T O T A L	1,075	28.3%

TABLE 25

USERS CHOOSING THE LIBRARY AS BEING THE NEAREST ONE

Country	Number of users	% of total survey
ARGENTINA	3	15.0%
BARBADOS	45	66.2%
COLOMBIA	13	27.1%
EL SALVADOR	175	50.0%
GRANADA	2	10.0%
GUATEMALA	11	26.2%
HONDURAS	14	40.0%
JAMAICA	856	76.2%
PANAMA	456	48.0%
SURINAME	16	80.0%
VENEZUELA	538	48.0%
T O T A L	2,128	56.1%

TABLE 26

USERS CHOOSING THE LIBRARY BECAUSE IT PROVIDES BETTER SERVICE

Country	Number of users	% of total survey
ARGENTINA	4	20.0%
BARBADOS	23	33.8%
COLOMBIA	23	47.9%
EL SALVADOR	195	55.7%
GRANADA	-	-
GUATEMALA	24	57.1%
HONDURAS	16	45.7%
JAMAICA	279	24.8%
PANAMA	426	44.8%
SURINAME	9	45.0%
VENEZUELA	569	50.8%
T O T A L	1,564	41.2%

TABLE 27

USERS CHOOSING THE LIBRARY BECAUSE IT GIVES THEM THE INFORMATION THEY SEEK

Country	Number of users	% of total survey
ARGENTINA	10	50.0%
BARBADOS	28	41.2%
COLOMBIA	26	54.2%
EL SALVADOR	171	48.9%
GRANADA	7	35.0%
GUATEMALA	29	69.0%
HONDURAS	15	42.9%
JAMAICA	258	23.0%
PANAMA	421	44.3%
SURINAME	16	80.0%
VENEZUELA	602	53.7%
TOTAL	1,579	41.6%

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TABLE 28

USERS CHOOSING THE LIBRARY FOR ITS AGREEABLE FACILITIES

Country	Number of users	% of total survey
ARGENTINA	4	20.0%
BARBADOS	11	16.2%
COLOMBIA	25	52.1%
EL SALVADOR	133	38.0%
GRANADA	-	-
GUATEMALA	21	50.0%
HONDURAS	11	31.4%
JAMAICA	130	11.6%
PANAMA	294	30.9%
SURINAME	11	55.0%
VENEZUELA	526	46.9%
TOTAL	1,163	30.6%

TABLE 29

USERS CHOOSING THE LIBRARY FOR THE INTEREST OF ITS CULTURAL ACTIVITIES

Country	Number of users	% of total survey
ARGENTINA	5	25.0%
BARBADOS	1	1.5%
COLOMBIA	5	10.4%
EL SALVADOR	172	49.1%
GRANADA	-	-
GUATEMALA	5	11.9%
HONDURAS	14	40.0%
JAMAICA	110	9.8%
PANAMA	110	11.6%
SURINAME	3	15.0%
VENEZUELA	328	29.2%
T O T A L	752	19.8%

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TABLE 30

USERS CONSULTING MATERIAL THAT THEY THEMSELVES HAVE BROUGHT

Country	Number of users	% of total survey
ARGENTINA	2	10.0%
BARBADOS	18	26.5%
COLOMBIA	10	20.8%
EL SALVADOR	52	14.9%
GRANADA	7	35.0%
GUATEMALA	4	9.5%
HONDURAS	18	51.4%
JAMAICA	210	18.7%
PANAMA	277	4.9%
SURINAME	11	55.0%
VENEZUELA	93	8.3%
TOTAL	702	18.4%

TABLE 31

STUDENT USERS

Country	Number of users	% of total survey
ARGENTINA	15	75.0%
BARBADOS	47	69.1%
COLOMBIA	34	70.8%
EL SALVADOR	221	63.1%
GRANADA	10	50.0%
GUATEMALA	37	88.1%
HONDURAS	29	82.9%
JAMAICA	684	60.9%
PANAMA	638	67.2%
SURINAME	19	95.0%
VENEZUELA	1,011	90.2%
T O T A L	2,741	72.2%

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TABLE 32

USERS EMPLOYED IN A JOB OR PROFESSION

Country	Number of users	% of total survey
ARGENTINA	9	45.0%
BARBADOS	23	33.8%
COLOMBIA	20	41.7%
EL SALVADOR	125	35.0%
GRANADA	17	85.0%
GUATEMALA	17	40.5%
HONDURAS	15	42.9%
JAMAICA	323	28.8%
PANAMA	342	36.0%
SURINAME	-	-
VENEZUELA	173	15.4%
T O T A L	1,064	28.0%